

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-10 20-54-38

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
25	24	1	Fail	1

Step No:1

Step Description: Click On Add Icon on right corner

Expected Result: Click On Add Icon on right corner

Actual Result: The Element: ClickonAddIcon is clicked

Status: Pass



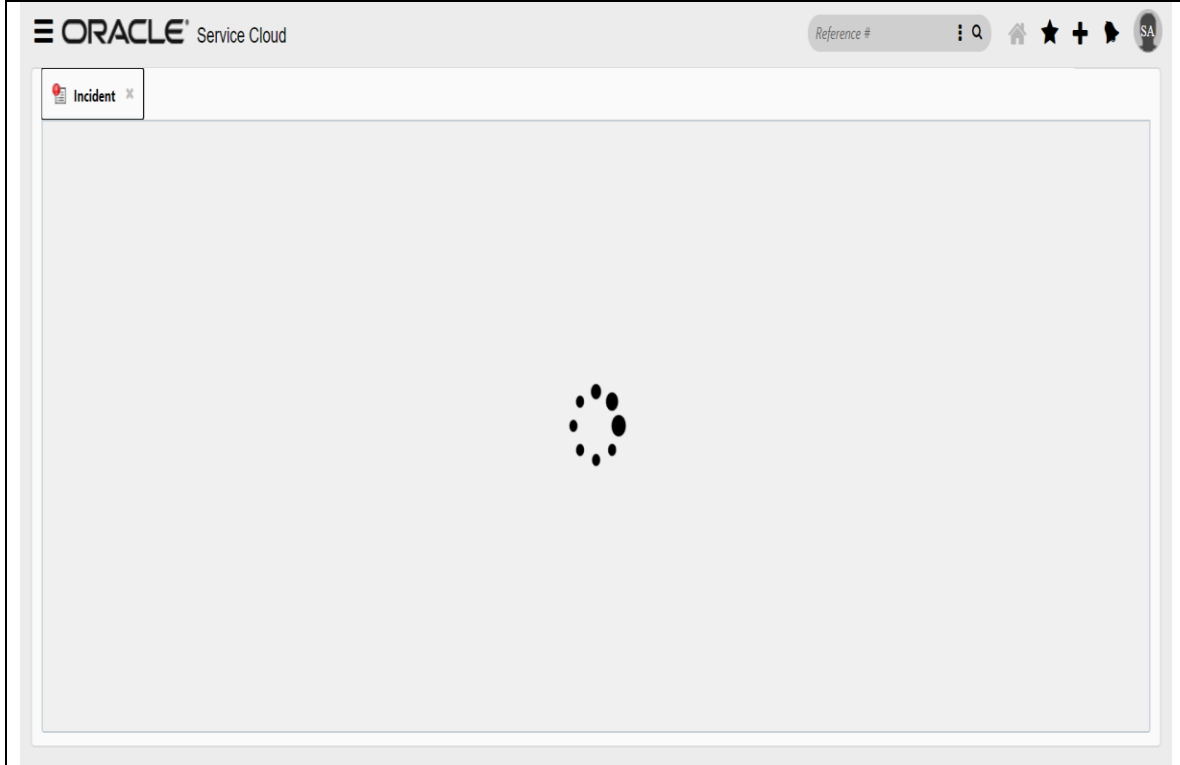
Step No:2

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: ClickonIncident is clicked

Status: Pass



Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: EnterSubject is set with text: Issues with Product we are using

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident record. The header includes the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The incident ID '200810-000060' is shown in the top left. Below the header, there is a toolbar with icons for Save, Save & Close, Refresh, New, and Print. A tabbed interface shows 'Summary' as the active tab, with other tabs like Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The 'Subject' field is highlighted with a blue border and contains the text 'Issues with Product we are using'. Below the subject field, there are several input fields: Reference # (200810-000060), Contact * ([No Value]), Status * (Open), Organization Name, Assigned (Agent Access > Sys Agent), Product ([No Value]), Disposition ([No Value]), and Category ([No Value]).

ORACLE Service Cloud

Reference #

200810-000060

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200810-000060

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:4

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. Below the header, the case number '200810-000060' is displayed. A toolbar contains buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays a form with the following fields:

- Subject: Issues with Product we are using
- Reference #: 200810-000060
- Status: Open
- Assigned: Agent Access > Sys Agent
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: [No Value]
- Product: [No Value]
- Category: [No Value]

Step No:5

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. On the left, a sidebar contains navigation options: '200810-001', 'Save', 'Summary', 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' dropdown menu is open, showing a list of agents: 'Recent' (Minhaj Ameen, Sys Agent, System Agent2) and 'All' ([No Value]). The 'Sys Agent' option is highlighted. The main content area shows a form with fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The 'Attachments' and 'Audit Log' tabs are visible at the top of the main content area.

Step No:6

Step Description: Click on ProductList

Expected Result: ProductList should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is present. Below this, a breadcrumb trail shows '200810-000060'. The main content area features a toolbar with 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays a form with the following fields: 'Subject' (Issues with Product we are using), 'Reference #' (200810-000060), 'Status' (Unresolved), 'Assigned' ([No Value]), 'Disposition' ([No Value]), 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The 'Product' field is highlighted with a blue border.

Step No:7
Step Description: Click on Category
Expected Result: Category should be clicked
<p>Actual Result: element click intercepted: Element <div data-bind="forceValidationOnInitialRender: children[0], attr: { id: uniqueControlId() + '_container', class: getCss() + ' oj-flex-item' }, template: { name: moduleInfo.viewName, data: children[0] }" id="Incident_CatId156_container" class="input-container-width-max oj-flex-item">...</div> is not clickable at point (981, 364). Other element would receive the click: <div title="..." class="select-box-item-label">ab92547</div> (Session info: chrome=84.0.4147.105)</p> <p>Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'</p> <p>System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1'</p> <p>Driver info: org.openqa.selenium.chrome.ChromeDriver</p> <p>Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L..., goog:chromeOptions: {debuggerAddress: localhost:59578}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true}</p> <p>Session ID: bce01ecc16435f6d7a3c241d55447a37</p>
Status: Fail

200810-000060

Save Save & Close Refresh New Print

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Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200810-000060

Contact * Adam Smit

Status * Unresolved

Organization Name California Federation

Assigned [No Value]

Product Search...

Disposition [No Value]

Category

[No Value]

ab92547

ab108410

ab64214

ab166858

ab119211

ab7260

